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Attorney Docket No. 01703/LH



**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO

Serial No. : 10/002,745

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit :

Examiner :

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Att: Application Branch

S I R :

CERTIFICATE OF MAILING

I hereby certify this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231 on the date noted below.

Attorney: Leonard Hertz

Dated: March 15, 2002

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper, to Account No. 06-1378.

Please amend the above-identified application, as follows:

IN THE SPECIFICATION

Please replace the paragraph beginning on page 12, line 23 to page 14, line 4, as follows:

FIG. 5 illustrates a reporting process for an unformatted claim such as a claim report issued in the dealer. This reporting process is a process to be performed within the technical support system 1. If the reporting process is selected on the client web page, the CH section 14 performs, in step ST201, a knowledge base search for confirming the presence of similar claims specified by